



## Town of Grafton Winter Weather FAQ



### **Q: How can I get updates and the latest Town news on winter storms?**



A: The Town of Grafton uses Social Media to communicate information about the Town and weather events. For information, please visit the Town of Grafton webpage (click [here](#)), Facebook page (click [here](#)), Twitter page (click [here](#)) or sign up for CodeRed.

### **Q: What is CodeRed?**



A: The Town uses CodeRed to notify residents by email, text or phone of urgent matters such as AMBER Alerts, hazardous traffic or road conditions and severe weather alerts. For more information and to sign up for CodeRed, click [here](#).

### **Q: What's the easiest way to report a problem?**

A: Using the SeeClickFix app is the most efficient way to report an issue. Especially if it's outside of normal business hours, over weekends or during holidays.

### **Q: What is SeeClickFix?**



A: SeeClickFix is a free mobile app used to track and respond to calls for Town wide services ranging from potholes to missed trash collection to traffic issues. For more information and to sign up, click [here](#).

### **Q: What can I do to help?**

A: Residents can help by heeding these basic suggestions:

- Check on your neighbors.
- Keep sidewalks, mailboxes and hydrants clear of snow and ice.
- Observe all winter parking restrictions.
- Remain off the streets during winter storms unless absolutely necessary.
- If you must drive, reduce your speed and drive cautiously.
- Do not allow children to make "snow forts" at edge of roads.
- Do not plow, blow or throw snow back on to the road or sidewalks.

**Q: How much snow has to accumulate before the Town begins plowing?**

A: Snowplowing operations generally begin when there is more than one (1) inch of snow on the ground. However, because each storm is different, plows may be called out at any time depending on what forecasters predict the storm will do.

**Q. Why does the Town go out before the storm starts?**

A. To pretreat roads and prevent snow packs. This uses less salt and reduces clean-up time after the storm.

**Q: Does the Town of Grafton have any winter parking restrictions?**

A: The Town asks that you avoid parking in public places and along the roadside whenever a winter storm is forecasted.

**Q: What are the penalties?**

A: Article 12 of the Grafton Town By-Law states that any vehicle that interferes with the removal or plowing of snow may be ticketed and/or towed at the owner's expense.

**Q. Grafton is a small town. Why the By-Law?**

A. Vehicles parked on the roadway increases the number of potential hazards and adds to the time it takes to remove the snow from the road.

**Q: When is the By-Law Effective?**

A: The By-Law goes into effect whenever inclement weather is forecasted.

**Q: Where can I pick up sand?**

A: Sand is available at the old D.P.W. Highway Garage (located at 27 Upton Street). Please bring your own containers and tools.

**Q: I know the Town offers sand, but what about salt?**

A: Salt is not provided for residents, though it can be purchased at various local retail outlets.

**Q: A storm has been forecasted, but today is my scheduled pick-up day for trash/recycling. What should I do?**

A: Residents are reminded **not** to place rubbish containers, recycling bins or trash bags in the roadway or sidewalk during winter storms. *The D.P.W. is **not** responsible for any damage or clean-up of debris during plowing operations.* If you have any questions regarding pick-up of your trash/recycling, contact E.L. Harvey's Customer Service Department at 800-321-3002 or

online at [www.elharvey.com](http://www.elharvey.com). Information can also be found on Grafton's Social Media pages. CodeRed users will receive trash/recycling pick-up updates as well.

**Q: How does the Town decide which roads to clear first?**

A: Grafton has over 100 miles of streets and roads. Our focus is on the main routes and feeder streets first followed by the side streets.

**Q: The drivers plowed snow into my driveway. Are they going to remove it?**

A: No. Clearing driveway openings is the responsibility of the property owner.

**Q. Why do the plows push snow back at the corners?**

A. Snow is pushed back at street intersections in order to preserve sight lines for drivers and pedestrians and for street drainage.

**Q: There's a Town snowplow driving around during the storm with its blade up. Why isn't it plowing?**

A: Please don't be misled by trucks riding with their plows up. They may be going in for fuel, repairs, headed to another assigned route or are not employed by the Town.

**Q: I saw a Town snowplow parked in a restaurant parking lot during a bad snowstorm. Why was it there instead of on the streets working?**

A: Good safety practices dictate that each driver should take a break every three hours. Drivers also receive a 30-minute break during their 8-hour shift.

**Q: The street was plowed very narrow. Are they coming back?**

A: Initially one path is made to open up the street. Then curb to curb plowing begins.

**Q: Am I allowed to pass a snowplow?**

A: There are no laws that prohibit you from passing a snowplow. However, the act of passing a snowplow can be extremely dangerous as the pavement conditions across the road may vary. The Town of Grafton suggests that you avoid passing a snowplow regardless of the condition of the road.

**Q: I keep hearing the term 'right-of-way'. What does that mean?**

A: 'Right-of-way' is the term used to describe a section of land (including the road itself) that lies between a Town road and the homeowner's property that the Town has access to for purposes of road maintenance and other necessary activities. Generally, the right-of-way ranges from 2'-10' from the edge of the pavement depending on location.

Be aware that any installation in the right-of-way (including mailboxes, walls, fences, sprinkler heads etc.) is placed there **at the owners risk.**

**Q: Who is going to clear the snow from the hydrant in front of my house?**

A: We ask that residents and business owners help out by keeping the hydrants in front of their property clear of snow. This simple step could save precious time during an emergency. Click [here](#) for more information.

**Q: The plow hit my mailbox and damaged it. What should I do?**

A: The Town of Grafton **does not** repair or replace mailboxes damaged during routine snowplowing operations. Therefore, it is strongly recommended that mailboxes be inspected to insure that they are properly secured and the posts have sufficient strength to withstand the impact of plowed snow. However, if the plow, *and not the snow*, hits your mailbox, please use SeeClickFix to make us aware. Once all snow related priorities have been completed (which could take days depending on the severity of the storm) the Highway Superintendent will inspect any damage. Click [here](#) to view the Town's Mailbox Replacement Policy.

**Q: The plow damaged the edge of my lawn. What should I do?**

A: Whenever possible, the Town tries to repair any roadside lawn damage caused by the plows. Please note that repairs of this type are normally done during the spring. Use SeeClickFix to report any issues or contact the Public Works Department at 508-839-5335 x1124.

**Q: The Post Office has told me they will not deliver my mail because of the snow in front of the mailbox. What will the Town do?**

A: Clearing of the sidewalks around mailboxes is the responsibility of the property owner.

**Q. Do sidewalks receive the same priority as streets?**

A. No. The roads are always plowed first. Only certain sidewalks are plowed when the storm has ended.

**Q: How long does a property owner have to clear snow and ice off the sidewalk in front of their house?**

A: In general, the Town asks that residents try to have their sidewalks cleared within 24 hours after the storm ends.

**Q: The storm caused a branch/limb to fall into the road. Who should I call?**

A: Please use SeeClickFix or call the Public Works Department at 508-839-5335 x1171.

**Q: A branch/limb has fallen on the power lines. Who should I notify?**

A: Instances like this fall under the jurisdiction of the utility company and not the Town of Grafton. We ask that you use SeeClickFix or, in the event of an emergency, contact the Grafton Police Department at 508-839-2858.

**Q: Who should I contact if someone is plowing or shoveling snow into the street?**

A: Contact the Grafton Police Department at 508-839-2858.

**Q: Does the Town of Grafton have an emergency shelter?**

A: Yes. The shelter is located inside the Grafton Municipal Center at 30 Providence Road. Those that have CodeRed will receive notification should the shelter open. If you require a ride to the shelter call the Grafton Police Department at 508-839-2858.